

ISP TRANSPARENCY DISCLOSURE



Date: 9/18/2018

Re: Restoring Internet Freedom ISP Disclosures docket, CGB Docket No. 18-142.

Scope of Coverage

- Name of Filer: **The Electric Plant Board of the City of Hopkinsville**
- Filer's FCC Registration Number:
- Trade name or DBA name under which the described ISP services are offered to consumers: **HES energynet**
- Type of ISP service (e.g., wired, mobile wireless, fixed wireless): **Fixed Wireless, Fiber-Optic**
- Brief description of service covered by the disclosure: **energynet provides Fiber-Optic internet service to business and residential customers. energynet also provides fixed-wireless services to residential customers.**
- The effective date of the disclosure: **9/18/2018**
- Whether the submission is a new/first-time disclosure or an amendment to a prior submission: **First-time disclosure**

Certification of Filing Accuracy

Jeff Hurd, General Manager of **The Electric Plant Board of the City of Hopkinsville**, hereby certifies that he has examined the information contained in the disclosure and that all information contained in the submission is true and correct.

 _____ **Date:** 9-18-18
Jeff Hurd
General Manager

Substantive Disclosure Submission

Network Management Practices

- **Blocking.** Any practice (other than reasonable network management elsewhere disclosed) that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices, including a description of what is blocked.
 - **Not-Applicable**
- **Throttling.** Any practice (other than reasonable network management elsewhere disclosed) that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device, including a description of what is throttled.
 - **Not-Applicable**
- **Affiliated Prioritization.** Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate.
 - **Not-Applicable**
- **Paid Prioritization.** Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.
 - **Not-Applicable**
- **Congestion Management.** Descriptions of congestion management practices, if any. These descriptions should include the types of traffic subject to the practices; the purposes served by the practices; the practices' effects on end users' experience; criteria used in practices, such as indicators of congestion that trigger a practice, including any usage limits triggering the practice, and the typical frequency of congestion; usage limits and the consequences of exceeding them; and references to engineering standards, where appropriate.
 - **Not-Applicable**
- **Application-Specific Behavior.** Whether and why the ISP blocks or rate-controls specific protocols or protocol ports, modifies protocol fields in ways not prescribed by the protocol standard, or otherwise inhibits or favors certain applications or classes of applications.
- **Not-Applicable**
- **Device Attachment Rules.** Any restrictions on the types of devices and any approval procedures for devices to connect to the network.
 - **Not-Applicable**
- **Security.** Any practices used to ensure end-user security or security of the network, including types of triggering conditions that cause a mechanism to be invoked (but excluding information that could reasonably be used to circumvent network security).
 - **Customers are responsible for implementation and maintenance of their own networks.**
HES energynet does not provide networking or security services for the end user.

HES energynet implements commercially appropriate industry standard security measures to protect our network against unauthorized access. We do not guarantee that our customers are protected from security breaches.

Performance Characteristics

- **Service Description.** A general description of the service, including the service technology, expected and actual access speed and latency, and the suitability of the service for real-time applications.
 - **HES energynet employs both Fiber-Optic and Terrestrial Wireless technologies to deliver internet services. Service speeds range from 6Mbps on the Wireless network to 1+Gbps on**

the Fiber-Optic network. Network latency is typically < 20ms on the fiber network. <40ms on the wireless network. All services are suitable for real-time applications.

- **Impact of Non-Broadband Internet Access Service Data Services.** If applicable, what non-broadband Internet access service data services, if any, are offered to end users, and whether and how any non-broadband Internet access service data services may affect the last-mile capacity available for, and the performance of, broadband Internet access service.
 - **HES energynet maintains legacy services that are no longer considered "Broadband" by the FCC. These legacy services are available to customers who have been grandfathered into them. These services do not detract from the use of "Broadband" services by other customers nor do they affect any last-mile capacity for "Broadband" services.**

Commercial Terms

- **Price.** For example, monthly prices, usage-based fees, and fees for early termination or additional network services.
 - **Commercial pricing is available upon request by contacting HES energynet via our website, or via phone at 270-887-0763 or via postal mail at:**
1820 E. 9th St
Hopkinsville KY
42240
- **There are no data caps for any HES energynet service. Early termination fees are based on the remaining months left in the customer's contract.**
- **Privacy Policies.** A complete and accurate disclosure about the ISP's privacy practices, if any. For example, whether any network management practices entail inspection of network traffic, and whether traffic is stored, provided to third parties, or used by the ISP for non-network management purposes.
 - **HES energynet will inspect network traffic for the purpose of ensuring quality of service and security. HES energynet does not sell any end user data to any entities for any reason. HES energynet does not provide end user data to third parties, or use the data for non-network management purposes.**
- **Redress Options.** Practices for resolving complaints and questions from consumers, entrepreneurs, and other small businesses.
 - **Customers can contact us via our website, or via phone at 270-887-0763 or via postal mail at:**
1820 E. 9th St
Hopkinsville KY
42240
- **Customer complaints are treated seriously and we strive to resolve them in a timely manner.**